3.   WEB SURFING (40 minutes)

✦   *Participants will be invited to browse the site individually over a period of 35 minutes (browser: Netscape 3.1). They will be asked to survey both content and design. A representative from the Department will be there to help participants as needed.*

> *first 20 minutes: unstructured browsing*

> *last 15 minutes : partly structured browsing where the moderator asks participants to stay within the site, to cover the main sections.*

✦   Administer individual questionnaire *(5 minutes)*

4.   ASSESSMENT OF THE InfoExport SITE (50 minutes)

✦   Overall, what are your first impressions of the InfoExport Web site?

✦   *(Go-around)* Description of their browsing experience:

> What have you consulted first? After that?
> Did you encounter any problems? Which ones?

✦   What did you like? Dislike? *(List on flip chart)*

Interactivity

✦   What main benefits and drawbacks do you see in using this site?

Probe: •   how easy/difficult it is to understand how to browse
           •   how easy/difficult it is to find the desired information